

Family Service Centers

RFP# 2008-100-07



- Q1.** Section 3.3 Population To Be Served (page 17) - "Full Service Centers subsidized by a contract as a result of this RFP must reserve up to 20% of their work units to providing services to families who maintain open child welfare cases with the Department of Human Resources office within the county in which the service is located.
- a. Could you define "work units" as well as precisely what this requirement means? We currently are open to serve any and all of the open child welfare cases in our county.
 - b. Please clarify what that 20% of work units reserved means?
- R1.** **Example: If you normally serve 500 families per year, then 100 families served would be from open DHR cases.**
- Q2.** Section 3.6 Training (page 17) – A training plan for each area of service delivered must be submitted as an attachment to the technical proposal.
- a. Could you please describe the expectation of a training plan and what type of format would best present this documentation for each program?
 - b. Do you mean a training plan for a parent educator vs. a training plan for a job readiness training instructor?
 - c. Does this include topics such as "Child Abuse and Neglect, Domestic Violence, CPR, or what?
- R2.** **a) No particular format has been identified for the training plan. Vendors must decide how training will be offered all proposed services. The following questions should be addressed: What is it? How many hours? How often will training be offered, etc.**
- b) Vendors must decide.**
 - c) The topics in question C are ok if they are valid training needs for service delivery.**
- Q3.** Section 3.8 Quality Assurance (page 18) – "an explanation of each outcome measure must be contained within the Quality Assurance plan.
- a. What type of format do you expect for the Quality Assurance Plan?
 - b. Is the establishment of goals, objectives, performance measures that are SMART and evaluation measures for each program funded through DHR and at the Center level considered to be the Quality Assurance Plan?
- R3.** **a) No particular format has been identified.**
- b) Vendor must assess how you will reach goals, how you will assess goals, and when to implement corrective action if goals are not being met.**
- Q4.** Section 4.2.5.1.2 References (page 20).
- a. In the past we have offered as one of our three references our local DHR Director, is that acceptable?
 - b. Should we include letters of reference or just list those references with contact information?
- R4.** **a) County DHR Directors should not be listed as a reference.**
- b) Vendors should list other community partnerships.**

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- Q5.** Section 4.2.5.1.7 Background Checks (page 21).
- a. Do you require that we place, in an attachment, a copy of an individual staff member's letter of clearance from the background check or the forms we use to submit ABI/FBI and CA/N or what?
 - b. Wouldn't submitting actual results be a breach of confidentiality?
- R5.** a) **A list of employees with clearance dates is acceptable. However, individual clearances must be maintained in employee files on site at the facility.**
b) **No. Everyone employed in a DHR funded program must pass all clearances and background checks as required by the Department.**
- Q6.** Section 5.0 Budget (page 39) – Other – “audit (requires the Department's prior approval).
- a. When do we attempt to get prior approval for audit expenses, before submission of this proposal or will that process be initiated upon receipt of grant award?
 - b. Can we go ahead and include audit expenses in the budget or wait for approval of proposal and then submit an immediate budget revision for the purpose of requesting approval for audit expenses?
- R6.** a) **Assume approval for RFP process.**
b) **Yes.**
- Q7.** Section 5.0 Budget (page 39) – Rental/Lease.
- a. Are we required to submit comparable rents if we are using rent as a match or expense for the program?
- R7.** a) **Yes.**
- Q8.** Section 1.3 Point of Contact (page 7) – Vendors must not communicate with any Department staff or officials regarding this procurement with the exception of the procurement officer.
- a. Does this mean that we are not to communicate with our local DHR Director and administration regarding this proposal?
 - b. Shouldn't we have a letter of concurrence from our DHR Director to include in this proposal and shouldn't they be an integral part of the planning as has been the case over the past years?
- R8.** a) **Vendors must not communicate with the local DHR Director regarding their responses to this procurement.**
b) **No.**
- Q9.** Section 1.4.3 Department's Responses (page 8).
- a. If our question does not appear to be answered on the web site are we free to contact the procurement officer for clarification or response?
 - b. Will addendums be noted and referenced by section and page number should any be required?
- R9.** a) **Yes.**

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b) Yes.

Q10. Section 1.6.4 Vendor's Signature (page 9) – The Vendor's signature on a proposal in response to this RFP guarantees that the offer has been established without collusion that would preclude the Department from obtaining the best possible service for the best possible price.

- a. Would you define "collusion" in reference to this proposal – Collusion with a competitor, discussion relative to the development of the proposal with community, state and federal, public and private providers?
- b. What specifically would be perceived as collusion?
- c. We do a great deal of communication across systems since this is community based and collaborative. Would discussions about proposal format and programming, understanding of RFP requirements be considered collusion?

R10. a) Collusion is defined as a secret agreement between two or more persons for a deceitful or fraudulent purpose.

b) See R10a.

c) No.

Q11. Pg. 7, 1.3 Point of Contact – refers to Vendors not communicating with any Department staff but numerous other places in the RFP indicate that concurrence on programming, changes in program design, etc. must be completed with local DHR (4.2.5.3.5, 4.2.5.3.7). Please clarify what type interaction with local DHR is allowed?

R11. See R8.

Q12. pg 17, 3.6 Training – this refers to a training plan for each areas of service delivery – can you explain further what this is referring to or is a general overview of training adequate to meet the needs of staff what this is referring to?

R12. See R2.

Q13. pg 17, 3.6 Training – can staff development opportunities be included in the budget?

R13. Yes.

Q14. pg 17, 3.3 – Population to be Served - can monies for Staff Development be included in the budget?

R14. Yes.

Q15. pg. 20 - 4.2.5.1.2. References – can local DHR be listed as a Reference and will the Director be allowed to write a letter of concurrence – can they be contacted in regard to program modifications, etc.?

R15. See R4 and R8.

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Q16. pg. 20 - 4.2.5.1.2 References – do we need to provide letters of reference or just include the information listed?

R16. See R4.

Q17. pg 21- 4.2.5.1.7 Background Clearances – do we provide actual copies of clearances for identified staff?

R17. See R5.

Q18. pg 21 - 4.2.5.2. Vendor Financial Stability – requires auditor to write a letter – what should be included in the letter?

R18. The letters, which indicate errors or the absence of errors from accountants that accompany completed audits, are sufficient.

Q19. pg. 39 - Instructions for Cost Reimbursement - Budget - To include Audit expenses the RFP indicates prior approval of DHR is required – how is that to be accomplished prior to submission of the application?

R19. See R6.

Q20. Can multiple sections be included on the same page as long as appropriate tabs are supplied?

R20. Yes.

Q21. The RFP states that revisions can be made and will be posted on the Website – will SDHR show this Revision as such on the webpage?

R21. If applicable, revisions will be posted to the Department's web site at www.dhr.alabama.gov .

Q22. pg. 38 Instructions for Cost Reimbursement - Space – are copies of comparable rent statements to be included in the grant or just referenced in the RFP?

R22. See R7.

Q23. pg 38 Instructions for Cost Reimbursement - Equipment – are copies of leases on equipment to be included in the application or just referenced?

R23. Yes.

Q24. How does the Family Service Centers/FOCUS/Continuum of Care work together since they may provide services for the same population?

R24. Partnering/collaborative relationships are part of the Service Center approach.

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Q25. Section 5.0, Page 25, Budget - Why is the funding from Montgomery County so much larger than the other counties?

R25. It includes Lowndes County budget for satellite service center.

Q26. Section 5.0, Page 25, Budget – Second paragraph – “The target date for executing the contract is October 1, 2009”. Is that the correct date?

R26. Yes.

Q27. Section 3.2, Page 16 Community Specific Components – Could you provide an example or an estimate of the typical services that would be used and an estimate of the number of units?

R27. This is a requirement to be included in proposals, Vendors must identify.

Q28. Section 1.0, Page 7, Project Overview – Is this a new service for Private Providers? If it is not a new service, who are your current providers?

R28. Current vendors are identified under the 2006 Family Service RFP link on the Department's web site at www.dhr.alabama.gov. Click on Request for Proposals under QUICK LINKS.

Q29. Section 3.3 Population To Be Served – Can we bill Medicaid separately for services?

R29. No.

Q30. Section 4.2.5.3.4 – Number to be Served – Should FY 2007 be FY 2008?

R30. FY09.

Q31. Section 5.0, Page 25, Budget – Could you clarify the 25 % local match?

R31. Example: If your budget is \$500,000, then \$375,000 would be federal and \$125,000 would be cash or in-kind.

Q32. Appendix F, Page 37, Travel – What are the current State mileage rates?

R32. The state rate is currently .505 cents.

Q33. Page 7: Section 1.3 Point of Contact. Vendors must not communicate with any Department staff... Is the exception to this statement our required contact with the DHR Director?

R33. See R8.

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Q34. Page 17: Section 3:3 Population to be served. Please clarify what is meant by "...20% of their work units..." Is a work unit in terms of people served, total number of cases? I am just not sure about this term.

R34. See R1.

Q35. Page 17: Section 3.6 Training. May we include training costs for our staff to attend seminars, workshops etc. that will count toward their required 15 hours per year training, if we describe these in our proposal?

R35. Yes.

Q36. Page 20: Section 4.2.5.1.2 References. Just to be sure--are we to list our references but not include letters of support along with our proposal?

R36. See R4.

Q37. Page 22: Section 4.2.5.3.5 Evaluation... How do we document "consultation with DHR.." is a letter from them needed or shall we just summarize in our narrative our discussion related to this section?

R37. Summarize in narrative discussion.